

ITSD Backup Systems Management Service Level Agreement

This is a confidential draft.

Please direct any comments, suggestions or questions to Chris Manders at 510-486-4392.

Description:

The ITSD Backup Services Group provides cost-effective, world-class disaster planning and recovery services. We provide backup systems management services, including pre-installation planning of backup solutions, daily management, maintenance and configuration. If your group is already running a Veritas NetBackup backup solution, we can supplement any current systems administration efforts. For a list of basic services we provide see the Core Services section below. Extra services may also be added to the core services to meet your specific requirements.

Core Service:

- Standard response time for issues is 4 hours (more urgent calls will be provided at published rates)
- Monitor the backup server software daily (excludes any action that needs to be taken)
- Two hours of client or server troubleshooting monthly
- Daily email notification is sent to client contacts of backup failures
- Automated recycling of backup media after expiration
- Maintenance of the backup meta-data
- Automatic fail-over for satellite storage devices
- Central monitoring capabilities via web tools and reports

Extra Services:

(Provided at standard published rates unless otherwise noted. See <http://www.lbl.gov/ITSD/CIS/home/info/recharge> for details.)

- Media ordering
- Media handling and administration
- Offsite data duplication and storage to help with disaster preparedness
- Disaster recovery tests
- Hardware support (server and backup destination devices)
- Hardware and software upgrades (typical upgrades take between 2 to 7 hours to complete)
- Advanced client and server troubleshooting and any extra effort with backup client support issues
- Restore support and services
- Extra client, drive or server licenses

Service Costs:

Because each backup environment is unique, we cater our backup services to meet specific needs. This means that the cost of service—in particular the one-time costs—are not standard; they will reflect the varied needs of each environment.

- One-time setup cost: 4 to 12 hours (\$400 - \$1200), depending on the environment setup
Tasks include:
 - Integration of the hardware and software into the central backup environment
 - Installation of backup monitoring and administration environment
 - Backup verification tests
- One-time Veritas software license costs, if not already purchased
- Ongoing monthly costs: depend on the service level and extra services included.